

**Subject:** RE: Councilmember asking about ST Fare Enforcement via Twitter  
**Date:** Friday, February 22, 2019 at 3:32:49 PM Pacific Standard Time  
**From:** Cummins, Kenneth  
**To:** Avila-Mooney, Carrie, Carter, Rhonda, Tucker, Stephen, McNeil, Ann Snell, Arnold, Russell, Martinez-Vasquez, Jackie  
**CC:** Todd, Bonnie, Khouri, Claire  
**Attachments:** image001.png, image002.png, image003.png, image004.png

My recommendation is that we do not consider the use of Sound Transit transit facilities and vehicles for warming shelters. We have a long standing practice of using the Great Hall in Union Station for a warming shelter with a procedure around the Great Halls use as a warming shelter; I recommend that be our sole contribution to the regional effort. I have looked on the HUB and SharePoint for the procedures but I cannot locate the most updated procedure. I will take the lead on updating and publishing the Great Hall procedure for warming shelter.

I likewise recommend that we continue to enforce fare during periods of inclement weather and not allow passenger to ride without appropriate fare.

Last week, I opined on the “why” we continue our enforcement of fare during inclement weather:

The scenario of a homeless individual riding the system in the middle of a winter storm system to get to shelter does not match reality. The locations of shelters, warming centers and hot food is well-known to our housing challenged communities in the area. At the beginning of cold weather, those individuals who want the help go there for the help. The issue with shelters is they have rules – no alcohol, no drugs, and no convicted sex offenders. There is a percentage of this community that does not want to follow those rules and elect not to go to shelters or warming centers. These are the individuals, that in the middle of cold weather, seek warmth were they can find it. While it may sound humane to allow an individual to ride the system continuously as a warm place to stay; in reality it is quite the opposite. Many of these individuals have substantial medical and mental health issues along with substance addictions. We, Sound Transit, do not have the resource or experience necessary to provide the necessary care to folks. It is better that we deny them a warm place to stay and provide a ride to the nearest shelter or center that have the necessary resources to get these individuals the help that they need. People do not change until the pain of staying the same outweighs the pain of changing. Perhaps the winter storms would be the tipping point for those who would normally not seek the shelters because of the rules to go and make the necessary change and get the help they need.

My assessment remains the same. This is the reality of the situation that we face with the current homeless crisis and inclement weather exasperates the crisis. The use of Union Station still presents Sound Transit with the risk of having medical and mental health issues occurring along with the opportunity for substance abuse to occur; but within the confines of the Great Hall there is a better opportunity to monitor and quickly respond to a medical or mental health crisis by notifying the appropriate aid. The Great Hall also isolates this activity away from our 68K daily light rail customers who are expecting/demanding a safe, secure and comfortable ride.

In our 2018 Sound Waves Personal Safety Survey 93% of our customers felt reasonably or somewhat safe at Sound Transit facilities or onboard our services. Yet 36% of those same respondents reported that they had at least 1 instance in the past 12 months where they felt concern for their safety. 52% of those instances were onboard vehicles and 32% were at a station or stop. Actions and Behaviors of other passengers accounted for

61% of those total instances and the most frequent word score was “homeless” and “mental health”. Sound Transit continuously posts annual ridership growth admit a national decreasing ridership trend. Our public safety practices, to include heavily on our fare enforcement, directly and greatly impact this growth. Our system is perceived safe and we should strive to continue reinforcing that perception and not encourage activities that detract from the public’s perception of safety.

There is increased cost to allowing this activity to occur at transit facilities and particularly onboard transit vehicles. Our bus and light rail services are near or at capacity, we do not have the equipment to have vehicle either out of service or taken out of service due to hygiene issues without a direct impact to our operations. Chicago Transit Authority provided just 5 buses and 0 rail cars as warming locations during the last polar vortex. This is out of CTAs fleet of 1,879 buses and 1,190 rail cars. Sound Transit has 333 buses, 119 of those in King County and 61 Light Rail Cars.

As far as additional fare enforcement occurring during the last period of severe weather – we are getting the actual data together; but schedule-wise there was the same level of fare enforcement as any given Friday through Tuesday. Lighter than usual train ridership may have caused the appearance of additional enforcement.

These are my recommendations on the approach we should maintain.

Regards

Ken

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**From:** Avila-Mooney, Carrie

**Sent:** Friday, February 22, 2019 1:32 PM

**To:** Carter, Rhonda <Rhonda.Carter@soundtransit.org>; Tucker, Stephen <stephen.tucker@soundtransit.org>; Cummins, Kenneth <kenneth.cummins@soundtransit.org>; McNeil, Ann Snell <ann.snellmcneil@soundtransit.org>; Arnold, Russell <russell.arnold@soundtransit.org>; Martinez-Vasquez, Jackie <jackie.martinez-vasquez@soundtransit.org>

**Subject:** RE: Councilmember asking about ST Fare Enforcement via Twitter

I wanted to follow up on this email from last week. CM Mosqueda’s office has reached out with an email and phone call to see if there have been internal ST conversations about her recommendations/questions below and added a request to see if ST personnel could help people by giving information on shelter resources (during upcoming inclement weather instead of fare enforcement – or maybe even in general (on the information piece)).

I told them I would inquire about this. They said that CM Mosqueda may be interested in writing a letter to request these things more formally, but would wait to see if they received a response from us by next week.

Please advise on next steps.

**Carrie Avila-Mooney**

Government & Community Relations Manager Central Corridor

Sound Transit

Office: 206.903.7223

Mobile [REDACTED]



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**From:** Avila-Mooney, Carrie

**Sent:** Wednesday, February 13, 2019 3:59 PM

**To:** Rogoff, Peter <[peter.rogoff@soundtransit.org](mailto:peter.rogoff@soundtransit.org)>; Carter, Rhonda <[Rhonda.Carter@soundtransit.org](mailto:Rhonda.Carter@soundtransit.org)>

**Cc:** Chahim, Leda <[leda.chahim@soundtransit.org](mailto:leda.chahim@soundtransit.org)>; Davison, Craig <[craig.davison@soundtransit.org](mailto:craig.davison@soundtransit.org)>;

Patrick, Geoff <[geoff.patrick@soundtransit.org](mailto:geoff.patrick@soundtransit.org)>; Tucker, Stephen <[stephen.tucker@soundtransit.org](mailto:stephen.tucker@soundtransit.org)>;

Cummins, Kenneth <[kenneth.cummins@soundtransit.org](mailto:kenneth.cummins@soundtransit.org)>; Gray, Bruce <[bruce.gray@soundtransit.org](mailto:bruce.gray@soundtransit.org)>;

Reason, Kimberly <[kimberly.reason@soundtransit.org](mailto:kimberly.reason@soundtransit.org)>; McNeil, Ann Snell

<[ann.snellmcneil@soundtransit.org](mailto:ann.snellmcneil@soundtransit.org)>; Arnold, Russell <[Russell.Arnold@soundtransit.org](mailto:Russell.Arnold@soundtransit.org)>

**Subject:** RE: Councilmember asking about ST Fare Enforcement via Twitter

Greetings,

I was able to connect with City Council member Mosqueda this afternoon.

First of all, she apologized for starting this conversation via twitter. It was not her intent. She was told by KCM that they were not enforcing fares and she didn't realize that this would not apply to link.

I shared with her that we instruct fare enforcement teams to use reasonable judgement during times like these and we never issue anything more than a warning for a first offense.

She had a few responses to this:

1. She thinks that it would be best if there was "harmony" between KCM and ST procedures during extreme weather events and that we should consider aligning responses going forward. She was curious how the decision was made to continue enforcement was made within ST, while KCM made a different decision. Was there an opportunity to harmonize that was missed?
2. She was concerned that asking fare enforcement officers to use "reasonable judgement" puts them in a weird position to use some sort of discretion during this time. She thought it could lead to inconsistencies and that a more direct procedure would be better for enforcers.
3. She wanted ST to look at how Chicago's CTA designated 5 buses as overnight warming centers during the latest arctic blast.
4. Someone on twitter said that there was more enforcement than usual during this time. Can you all supply me with some numbers on enforcement during this timeframe (Friday-Tuesday).

Let me know if you have any questions.

**Carrie Avila-Mooney**

Government & Community Relations Manager Central Corridor

Sound Transit

Office: 206.903.7223

Mobile [REDACTED]



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**From:** Cummins, Kenneth

**Sent:** Wednesday, February 13, 2019 8:16 AM

**To:** Gray, Bruce <[bruce.gray@soundtransit.org](mailto:bruce.gray@soundtransit.org)>; Reason, Kimberly <[kimberly.reason@soundtransit.org](mailto:kimberly.reason@soundtransit.org)>;

Avila-Mooney, Carrie <[carrie.avila-mooney@soundtransit.org](mailto:carrie.avila-mooney@soundtransit.org)>

**Cc:** Chahim, Leda <[leda.chahim@soundtransit.org](mailto:leda.chahim@soundtransit.org)>; Davison, Craig <[craig.davison@soundtransit.org](mailto:craig.davison@soundtransit.org)>; Patrick, Geoff <[geoff.patrick@soundtransit.org](mailto:geoff.patrick@soundtransit.org)>; Tucker, Stephen <[stephen.tucker@soundtransit.org](mailto:stephen.tucker@soundtransit.org)>  
**Subject:** RE: Councilmember asking about ST Fare Enforcement via Twitter

There needs to be a discussion on why we continue to enforce fare on our system during inclement weather

I sent a response about our practices last week from media inquiries regarding the “what” we do. I did not state the “why” we do it.

The scenario of a homeless individual riding the system in the middle of a winter storm system to get to shelter does not match reality. The locations of shelters, warming centers and hot food is well-known to our housing challenged communities in the area. At the beginning of cold weather, those individuals who want the help go there for the help. The issue with shelters is they have rules – no alcohol, no drugs, and no convicted sex offenders. There is a percentage of this community that does not want to follow those rules and elect not to go to shelters or warming centers. These are the individuals, that in the middle of cold weather, seek warmth where they can find it. While it may sound humane to allow an individual to ride the system continuously as a warm place to stay; in reality it is quite the opposite. Many of these individuals have substantial medical and mental health issues along with substance addictions. We, Sound Transit, do not have the resource or experience necessary to provide the necessary care to folks. It is better that we deny them a warm place to stay and provide a ride to the nearest shelter or center that have the necessary resources to get these individuals the help that they need. People do not change until the pain of staying the same outweighs the pain of changing. Perhaps the winter storms would be the tipping point for those who would normally not seek the shelters because of the rules to go and make the necessary change and get the help they need.

Ken

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**From:** Gray, Bruce  
**Sent:** Wednesday, February 13, 2019 7:56 AM  
**To:** Reason, Kimberly <[kimberly.reason@soundtransit.org](mailto:kimberly.reason@soundtransit.org)>; Avila-Mooney, Carrie <[carrie.avila-mooney@soundtransit.org](mailto:carrie.avila-mooney@soundtransit.org)>  
**Cc:** Chahim, Leda <[leda.chahim@soundtransit.org](mailto:leda.chahim@soundtransit.org)>; Davison, Craig <[craig.davison@soundtransit.org](mailto:craig.davison@soundtransit.org)>; Patrick, Geoff <[geoff.patrick@soundtransit.org](mailto:geoff.patrick@soundtransit.org)>; Cummins, Kenneth <[kenneth.cummins@soundtransit.org](mailto:kenneth.cummins@soundtransit.org)>; Tucker, Stephen <[stephen.tucker@soundtransit.org](mailto:stephen.tucker@soundtransit.org)>  
**Subject:** Re: Councilmember asking about ST Fare Enforcement via Twitter

Great. I've replied on Twitter that someone would be in touch today.

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**From:** Avila-Mooney, Carrie  
**Sent:** Wednesday, February 13, 2019 7:47:50 AM  
**To:** Reason, Kimberly  
**Cc:** Chahim, Leda; Gray, Bruce; Davison, Craig; Patrick, Geoff; Cummins, Kenneth; Tucker, Stephen  
**Subject:** Re: Councilmember asking about ST Fare Enforcement via Twitter

I am happy to facilitate a call with her once I hear about our procedures during this time. I can text her that we will be in touch

Carrie

Sent from my iPhone

On Feb 13, 2019, at 7:37 AM, Reason, Kimberly <[kimberly.reason@soundtransit.org](mailto:kimberly.reason@soundtransit.org)> wrote:

Adding Ken and Steve.

Kimberly M. Reason  
Senior Public Information Officer  
Sound Transit  
(206) 689-3343

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**From:** Chahim, Leda <[leda.chahim@soundtransit.org](mailto:leda.chahim@soundtransit.org)>

**Sent:** Wednesday, February 13, 2019 7:18 AM

**To:** Gray, Bruce; Davison, Craig; Patrick, Geoff; Reason, Kimberly; Avila-Mooney, Carrie

**Subject:** Re: Councilmember asking about ST Fare Enforcement via Twitter

Adding Carrie. Thanks Bruce. Carrie, any concerns?

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**From:** Gray, Bruce <[bruce.gray@soundtransit.org](mailto:bruce.gray@soundtransit.org)>

**Sent:** Wednesday, February 13, 2019 7:15 AM

**To:** Davison, Craig; Patrick, Geoff; Reason, Kimberly; Chahim, Leda

**Subject:** Councilmember asking about ST Fare Enforcement via Twitter

There have been some ongoing questions about Fare Enforcement on Link during the recent weather. We have not engaged on the issue via Twitter. Last night Councilmember Mosqueda entered the conversation.

She initially asked KCM to connect with her, and has now asked ST about aligning our Fare Enforcement protocol with KCMs during winter weather.

Below are her Tweets and a separate tweet about fare enforcement for some context.

I think I should respond to the Councilmember saying someone will be in touch with her office this morning.

Please confirm.





⚡ Gordon

Just got fare enforced o



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8



Teresa Mosqueda

[@GordonWerner](#) Hey [@](#) office was told that there to be enforcement of the storm. Can you follow up policy is? Thank you.



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King County Metro 🚨 ❄️

[@TeresaCMosqueda](#) [@](#)

We will reach out to you  
Wednesday.



Teresa Mosqueda

[@kcmetrobus](#) [@Gordon](#)  
have been working arou  
[@kcmetrobus](#) and [@Sol](#)  
appreciate it. 🚊 🚗



7:02



Teresa Mosqueda



Teresa Mosqueda

[@GordonWerner](#) Hey @[GordonWerner](#) office was told that there to be enforcement of the storm. Can you follow up policy is? Thank you.



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36



Teresa Mosqueda

[@GordonWerner](#) [@kcm](#) I inquired about busses [@SoundTransit](#) would be harmonizing the policies such storms.



2



19



SKCHomelessCo  
@Homeless2Housed

@TeresaCMosqueda @Go  
@kcmetrobus @SoundTra  
w/ great interest, esp. wan  
@SoundTransit reply. We've  
should be able to take tran  
weather shelters even w/o  
@SoundTransitCEO @Tran  
@SeattleTRU @PugetSoun  
@weareoneamerica @KCC



7:05



Tweet



Leah Naccarato

@naccalah

Hey [@SoundTransit](#) why are you enforcing enforcement during a winter

greenarchist @greenarchist

This is cruel @SoundTransit far too many people are  
collared two obviously homeless people who  
want to show their IDs. Saying that they are  
police.

via Twitter Web Client



1





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